

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of the Petition of Missouri-)	
American Water Company for Approval)	<u>Case No. WO-2007-0272</u>
to Change Its Infrastructure System)	Tariff No. YW-2007-0496
Replacement Surcharge (ISRS))	

**OFFICE OF THE PUBLIC COUNSEL RESPONSE TO
PROPOSED CUSTOMER NOTICE**

COMES NOW the Office of the Public Counsel (Public Counsel) and states for its Response to Proposed Customer Notice as follows:

On January 19, 2007, Missouri-American Water Company (MAWC) filed a petition with the Missouri Public Service Commission (Commission) which contained proposed notices to be sent to all customers regarding changes to MAWC's Infrastructure System Replacement Surcharge (ISRS). In its application, MAWC also attached a copy of an informational brochure (bill insert) explaining the ISRS which was distributed to its customers for Case No. WO-2006-0284.

In its January 24, 2007 Order Directing Notice and Setting Date for Submission of Intervention Requests, the Commission stated that the Office of the Public Counsel may file a response to the proposed customer notices no later than January 29, 2007.

Public Counsel has reviewed MAWC's application and proposed customer notices. Public Counsel believes that the proposed notices should include more specific information regarding what the ISRS charge is and what the money collected is to be used for. Public Counsel also believes that the notices should include a statement that this surcharge is a separate, additional fee from present rates for service and that the notices should show the percentage increase from the current ISRS as well as what

percent of current rates the ISRS reflects. In addition, all notices should include MAWC contact information where customers may seek additional information regarding the ISRS.

Since it has been nearly a year since Case No. WO-2006-0284, Public Counsel also believes that MAWC should distribute to each of its customers a copy of the informational brochure (bill insert) explaining the ISRS. This will ensure that both new and existing customers will be provided with detailed information regarding MAWC's ISRS. This informational brochure should accompany the customer notices regarding the change in the ISRS amount to be charged.

THEREFORE, it is Public Counsel's response MAWC should distribute to each of its customers a copy of the informational brochure explaining the ISRS and that the proposed notices should include more specific information as follows:

- A statement regarding what the ISRS charge is and what the money collected is to be used for.
- A statement that this surcharge is a separate, additional fee from present rates for service.
- The notices should show the percentage increase from the current ISRS as well as what percent of current rates the ISRS reflects.
- The notices should include MAWC contact information where customers may seek additional information regarding the ISRS.

Respectfully submitted,

OFFICE OF THE PUBLIC COUNSEL

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By: _____

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, emailed or hand-delivered to the following this 29th day of January 2007:

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